

ABSTRACT OF THE DISCLOSURE

The present invention provides a system in which a user can login to a World Wide Web server's (Web) application page and get help on the features assigned to an instrument such as a telephone or a service such as a voicemail system that is a configurable asset specifically assigned to that user. The on-line help is preferably kept in text and/or multimedia format on a server. The entity or that is displaying the help information is preferably a different entity than the service provider device that is providing the functionality or service to the asset. A synchronization process occurs so that the server providing the Web-based help has a database of features assigned to the user as well as other information about the user.